

Small Moments, Deep Insights



Conversation Intelligence, High-Powered
Analytics, Always-On

WordBench 3.4.3 QuickStart Guide

Copyright © Voice AI Pty Ltd 2023, All Rights Reserved

OCTOBER 2023

Contents

- Official Disclaimer..... 4**
 - Trademarks..... 4
- 1. Signing Up For WordBench..... 5**
- 2. Navigating WordBench..... 6**
- 3. Common WordBench Tasks 7**
 - 3.1. Uploading Audio..... 7
 - 3.1.1. Folders Overview 7
 - 3.1.2. Creating a New Folder for Your Audio 8
 - 3.1.3. Testing Audio Files for Compatibility..... 11
 - 3.1.4. Uploading Audio Files..... 12
 - 3.2. Customizing Analysis..... 13
 - 3.2.1. Overview of Applications..... 13
 - 3.2.2. Creating Applications..... 13
 - 3.2.3. Editing Applications..... 15
- 4. Common WordBench Analysis Mechanisms..... 16**
 - 4.1. Examining Call Data 16
 - 4.1.1. Dashboard Overview..... 16
 - 4.1.2. Searching Audio Files for Insights 16
 - 4.1.3. Examining Audio Files 17
 - 4.2. Examining Agent and Client Interaction..... 18
 - 4.2.1. Examining Agent Scorecard..... 19
 - 4.2.2. Examining Individual Agent..... 19
 - 4.2.3. Filtering Agent Data..... 20

List of Figures

Figure 1.1. Signing Up For WordBench	5
Figure 2.1. Navigating WordBench	6
Figure 3.1. WordBench Folder Setting	7
Figure 3.2. Creating a New Folder in WordBench	8
Figure 3.3. Creating a New Folder in WordBench: Advanced Settings	9
Figure 3.4. Configuration and Call Back Options	10
Figure 3.5. Updating Folders Manually or Through Metadata	10
Figure 3.6. View and Edit ASR Options	11
Figure 3.7. Finding the Audio Evaluator via the Help Page	11
Figure 3.8. Testing Audio Files Before Uploading	12
Figure 3.9. Uploading an Audio File to a Folder	12
Figure 3.10. Application Overview	13
Figure 3.11. Creating an Application	14
Figure 3.12. Editing an Application	15
Figure 4.1. WordBench Dashboard Overview	16
Figure 4.2. Search, Bookmark and View Transcriptions	17
Figure 4.3. Examining Data for Individual Audio and Transcriptions	18
Figure 4.4. Examining Agent Performance.....	19
Figure 4.5. Examining Individual Agent Performance	20
Figure 4.6. Filtering Agent Data Files.....	21

Official Disclaimer

THE INFORMATION CONTAINED IN THIS DOCUMENT IS THE PROPRIETARY AND CONFIDENTIAL INFORMATION OF VOICE AI PTY LTD (CALL JOURNEY CI). YOU MAY NOT DISCLOSE, PROVIDE OR MAKE AVAILABLE THIS DOCUMENT, OR ANY INFORMATION CONTAINED IN THIS DOCUMENT, TO ANY THIRD PARTY, WITHOUT THE PRIOR WRITTEN CONSENT OF CALL JOURNEY CI.

The Information in this document is provided for use with Call Journey CI products. No license, express or implied, to any intellectual property associated with this document or such products is granted by this document.

All Call Journey CI products described in this document are owned and/or licensed by Call Journey CI and are protected by patents, trade secrets, copyrights or other intellectual/industrial property rights.

The Call Journey CI products described in this document may still be in development. The final form of each product and release date thereof is at the sole and absolute discretion of Call Journey CI. Your purchase, license and/or use of Call Journey CI products shall be subject to Call Journey CI then current terms and conditions.

Trademarks

The following are trademarks of Call Journey CI in Australia and other countries:

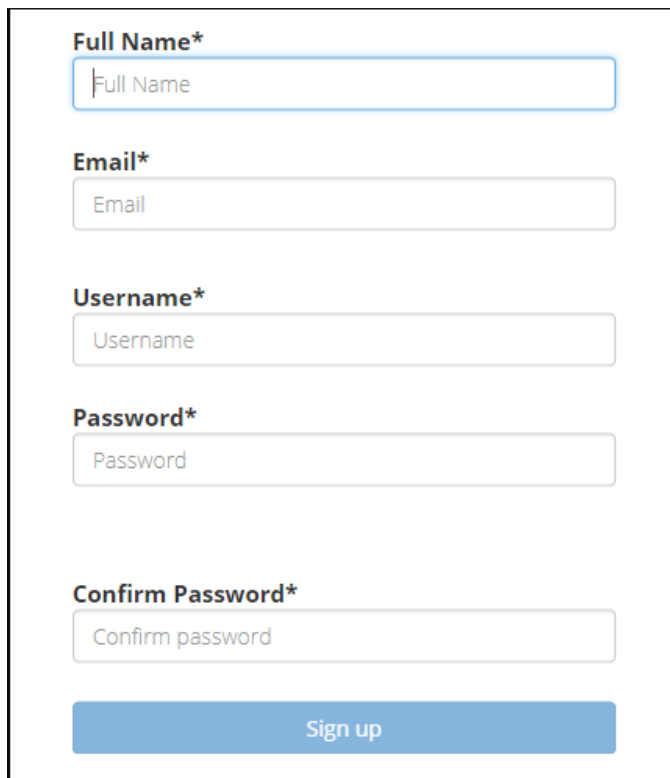
- Call Journey
- Voice AI
- WordBench
- EVS
- Emotive Voice Streams
- Record Retrieve

Other third party disclaimers or notices may be set forth in Voice AI Pty Ltd's online or printed documentation. All other product and service names, and trademarks not owned by Voice AI Pty Ltd are the property of their respective owners.

1. Signing Up For WordBench

In order to use WordBench, you must have an account. This is not a system login account, but an account within WordBench. To request a user account, click the Sign-up button on the WordBench home page and use the sign-up form shown in [Figure 1.1, "Signing up for WordBench"](#) to request an account.

When your account has been approved by an administrator you will receive an email.



The sign-up form is enclosed in a black border and contains the following fields and button:

- Full Name***: A text input field with the placeholder text "Full Name".
- Email***: A text input field with the placeholder text "Email".
- Username***: A text input field with the placeholder text "Username".
- Password***: A text input field with the placeholder text "Password".
- Confirm Password***: A text input field with the placeholder text "Confirm password".
- Sign up**: A blue rectangular button with the text "Sign up" centered on it.

Figure 1.1. Signing Up For WordBench

2. Navigating WordBench

[Figure 2.1, "Navigating WordBench"](#) displays the menus at the top of your WordBench screen that you will see once you have logged in. These provide quick access to the WordBench screens that you can use to examine, analyze, and upload data.



Figure 2.1. Navigating WordBench

1. Examine your data
2. Upload audio and customize analysis
3. Find detailed user documentation
4. Edit user details and email options
5. Display announcements

3. Common WordBench Tasks

The next few sections explain basic WordBench concepts and highlight common tasks that you will perform and the screens and menus that you use to perform these tasks.

3.1. Uploading Audio

The data that is submitted, processed, and analyzed by WordBench is organized hierarchically. At the top level, data is associated with a company. A company consists of one or more organizations, which enables you to organize data and data access in ways that mirror how your company is organized. Data for an organization is organized into one or more folders, which provide a low-level organization mechanism for audio from specific sources, audio from specific dates, and so on.

3.1.1. Folders Overview

[Figure 3.1, “WordBench Folder Settings”](#) shows the basic ways that you can interact with Folders on your WordBench system.

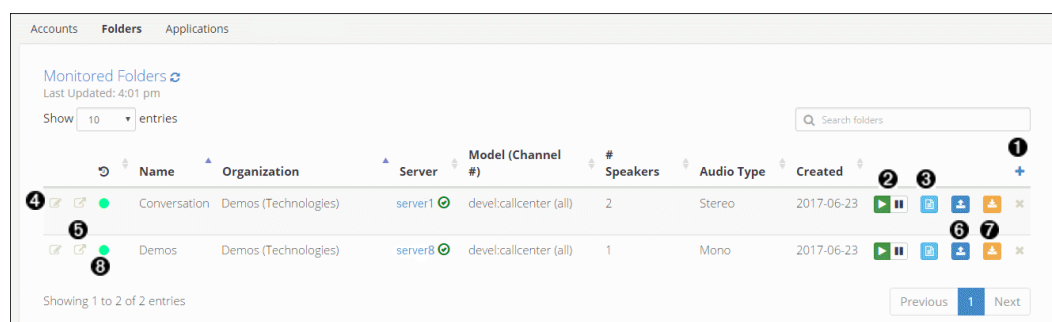


Figure 3.1. WordBench Folder Setting

1. Create a new folder
2. Pause file processing for a folder
3. View folder processing status
4. Edit a folder
5. View folder on dashboard
6. Upload audio to a folder
7. Download files from folder. Clicking this button displays a dialog on which you can select the type of files that you want to download (JSON, text transcript, and/or MP3), and the range of dates for which you want to download files.

Note: Matching files will be downloaded in a zip file. The maximum size of this zip file is 2 GB. Trying to download files that produce a zip file larger than 2 GB will fail with an error message. To work around this issue, you can download multiple sets of files, using a smaller date range for each or by downloading specific types of files together.

- Shows when files were last processed. Hovering over the indicator displays the time of last completion.

3.1.2. Creating a New Folder for Your Audio

If you are a WordBench system administrator or user with create/edit permission for a company and want to create a new area for storing audio from a specific source or that was received with a specific time period, you will want to create a folder in which to store that information. Clicking the plus sign shown in [Figure 3.1, "WordBench Folder Settings"](#) displays the screen shown in [Figure 3.2, "Creating a New Folder in WordBench"](#), the first of five dialogs that you use to create a new folder.

Note: See the WordBench Management Guide for more detailed information about creating folders.

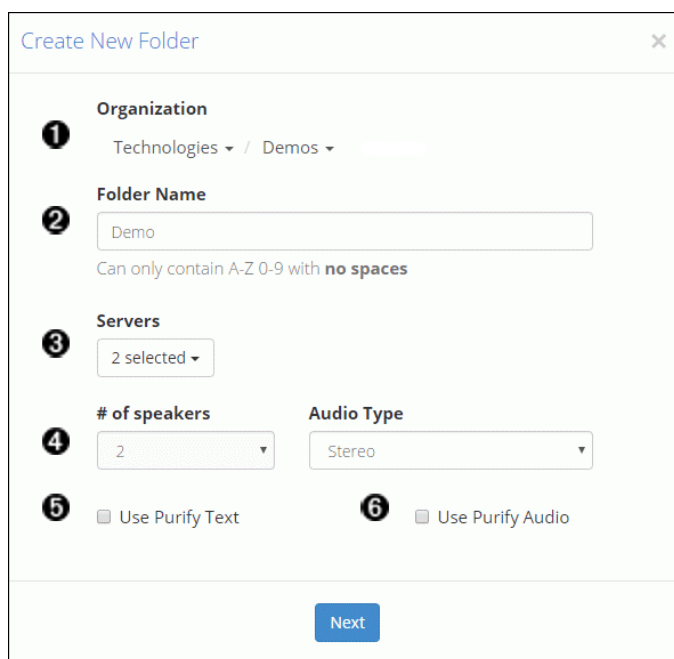


Figure 3.2. Creating a New Folder in WordBench

1. Select organization
2. Enter folder name
3. Select the appropriate server from the dropdown.
4. Select number of speakers and type of audio (Mono 1-channel; Stereo 2-channel)
5. Choose to automatically redact text
6. Choose to automatically redact audio

After providing the information requested on the dialog shown in [Figure 3.2, "Creating a New Folder in WordBench"](#), clicking Next displays the dialog shown in [Figure 3.3, "Creating a New Folder in WordBench: Advanced Settings"](#).

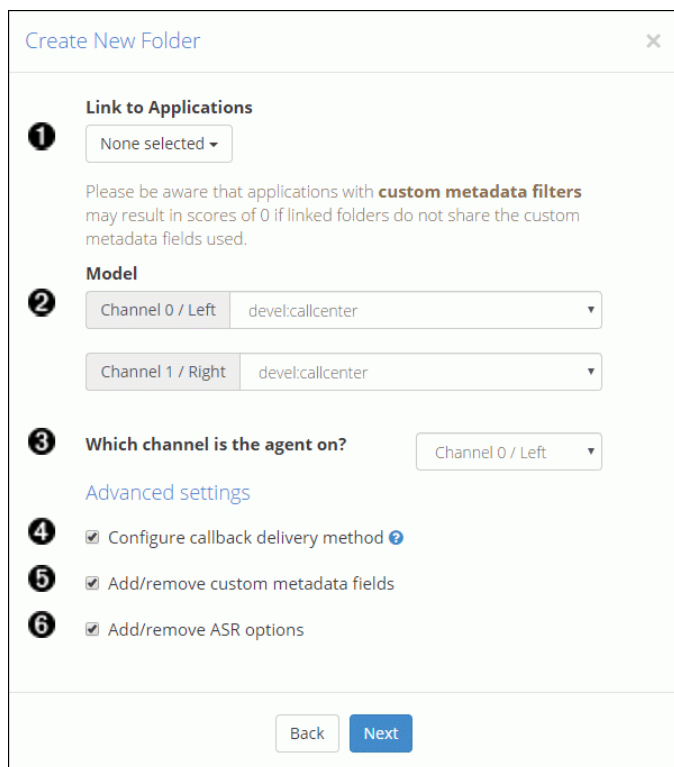


Figure 3.3. Creating a New Folder in WordBench: Advanced Settings

1. Select applications to use for analysis
2. Select call model for each channel. For more information see the WordBench Management Guide.
3. Select the agent's audio channel
4. Check to send JSON, audio, and text to a URL as audio is processed
5. Check to edit custom metadata fields
6. Check to edit ASR options

After completing the settings on [Figure 3.3, "Creating a New Folder in WordBench: Advanced Settings"](#), clicking Next displays the dialog shown in [Figure 3.4, "Configuring Callback Options"](#). This dialog enables you to configure the callback delivery method and specify which kinds of files to automatically send.

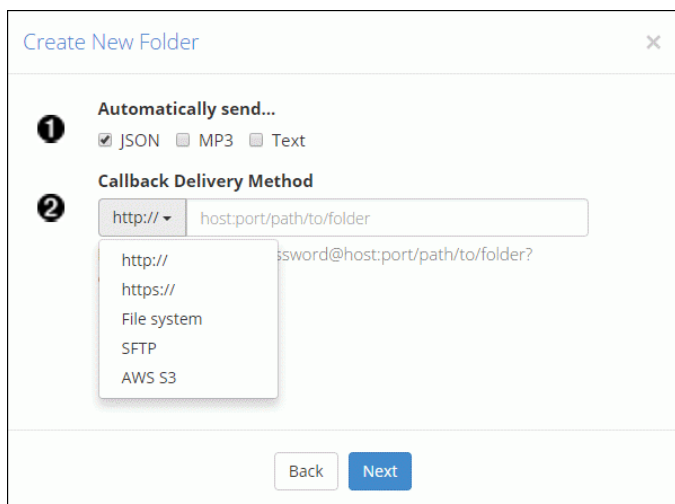


Figure 3.4. Configuration and Call Back Options

1. Select file type to send automatically via callback. Choose from JSON, MP3, and Text.
2. Select callback delivery method from the dropdown

Clicking Next displays the dialog shown in [Figure 3.5, “Updating Folders Manually or Through Metadata”](#). This dialog enables you to upload a text file that identifies the name of the metadata fields which you want to extract from the transcription of the audio that you will subsequently upload.

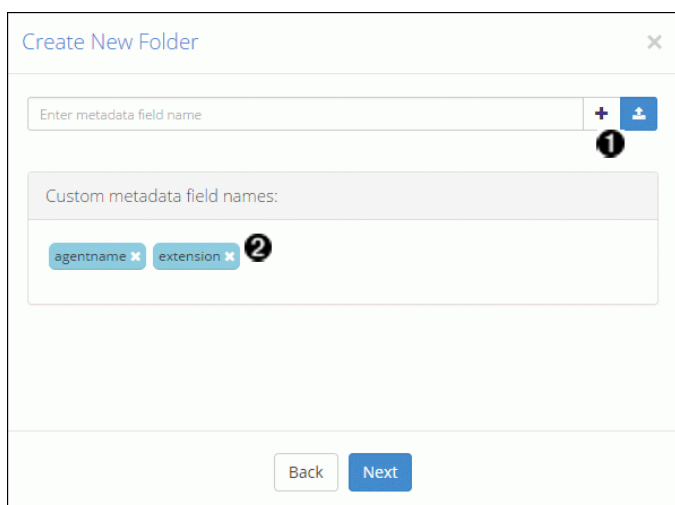


Figure 3.5. Updating Folders Manually or Through Metadata

1. Upload the text file containing your custom metadata fieldnames or enter them manually
2. Verify that all of your fieldnames have appeared

Clicking the Next displays the dialog shown in [Figure 3.6, “View and Edit ASR Options”](#). This dialog enables you to view and edit ASR tags.

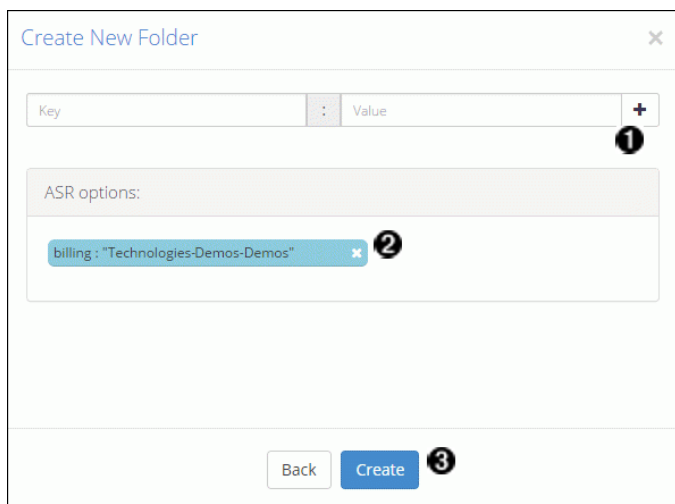


Figure 3.6. View and Edit ASR Options

1. Add ASR tags
2. View existing ASR options
3. Create folder and prepare to upload your audio

3.1.3. Testing Audio Files for Compatibility

Before sending new types of audio files to WordBench for transcription and analysis, you'll want to make sure that WordBench recognizes the format in which that audio is encoded. To make it easy to validate this, WordBench includes an audio evaluation tool to which you can submit an example audio file. As shown in [Figure 3.7, "Finding the Audio Evaluator via the Help Page"](#), you can access this tool by selecting the Will my audio work? link on the Help page.

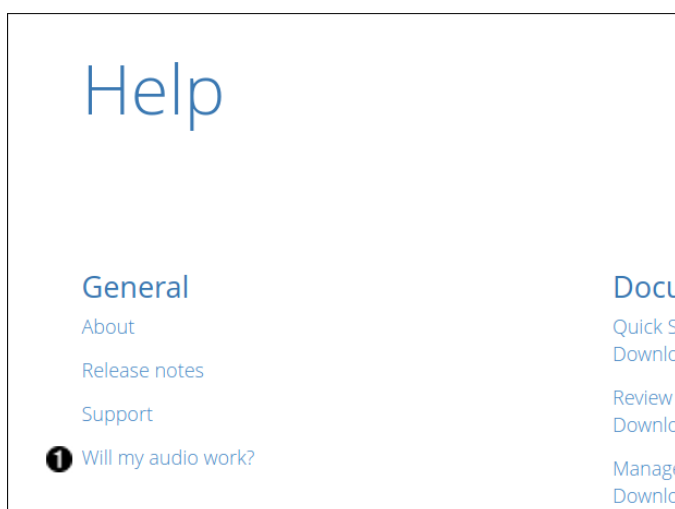


Figure 3.7. Finding the Audio Evaluator via the Help Page

1. Link to the Audio Evaluator

As shown in [Figure 3.8, "Testing Audio Files Before Uploading"](#) the audio evaluator's **Choose file** area enables you to browse for the location of the example file that you want to check, and upload it for verification.

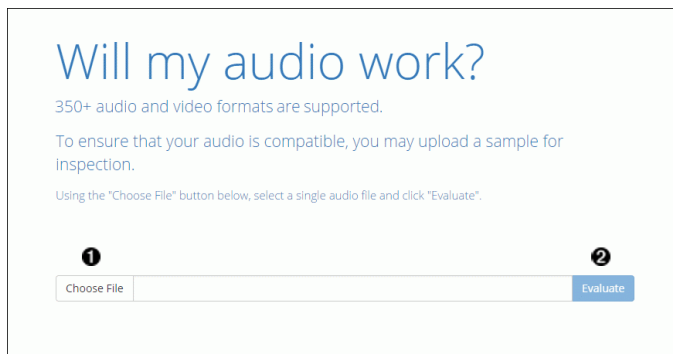


Figure 3.8. Testing Audio Files Before Uploading

1. Select an audio file to upload
2. Upload an audio file to verify its compatibility

3.1.4. Uploading Audio Files

After a folder has been created, you can upload audio to that folder for processing by clicking the Upload audio icon as shown in [Figure 3.1, "WordBench Folder Settings"](#). Clicking this icon displays the dialog shown in [Figure 3.9, "Uploading an Audio File to a Folder"](#).

Tip: There are many ways to find the entry for a specific folder in the WordBench user interface. The easiest is probably to select the **Settings** menu's **Folders** menu item and type the name of the folder that you want to work with in the search bar at the top right of the screen.

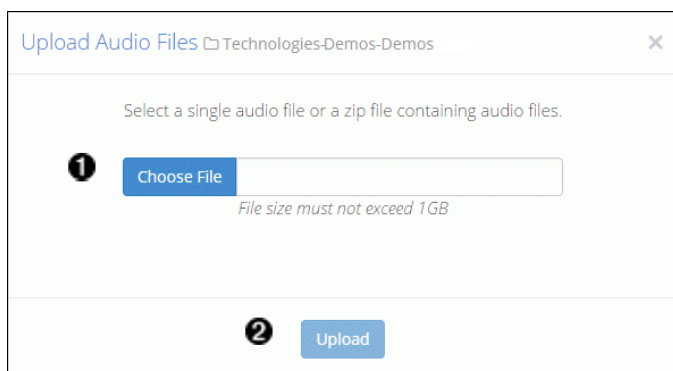


Figure 3.9. Uploading an Audio File to a Folder

1. Select the zip file you want to upload
2. Upload audio to folder

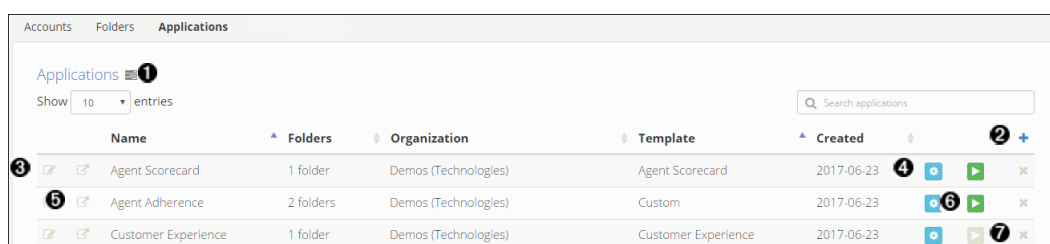
Note: See the WordBench Management Guide to upload metadata with your audio, or to upload audio via file system or web services.

3.2. Customizing Analysis

WordBench provides multiple ways of analyzing the audio files that you submit. The most flexible of these is by creating an application that scans your incoming audio for items like patterns, specific terms, and so on. The next few sections explain how to create, view, and edit WordBench applications.

3.2.1. Overview of Applications

[Figure 3.10, "Application Overview"](#) shows the main screen for applications, which displays after you select the **Settings** menu's **Applications** menu item. From this screen, you can create, reprocess (re-run) an application, and edit applications in multiple ways.



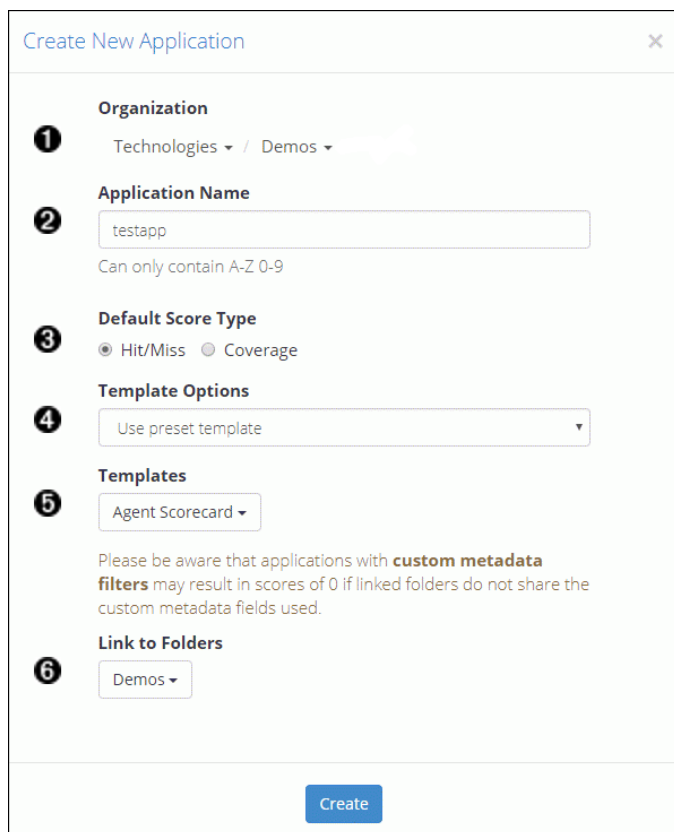
Name	Folders	Organization	Template	Created	
Agent Scorecard	1 folder	Demos (Technologies)	Agent Scorecard	2017-06-23	[Edit] [Reprocess] [Delete]
Agent Adherence	2 folders	Demos (Technologies)	Custom	2017-06-23	[Edit] [Reprocess] [Delete]
Customer Experience	1 folder	Demos (Technologies)	Customer Experience	2017-06-23	[Edit] [Reprocess] [Delete]

Figure 3.10. Application Overview

1. View application jobs queue
2. Create a new application
3. Edit application settings
4. Edit application categories and phrases
5. View application on dashboard
6. Reprocess an application
7. Delete an application

3.2.2. Creating Applications

To create an application, click the blue '+' icon at the right side of the Applications screen shown in [Figure 3.10, "Application Overview"](#). The screen shown in [Figure 3.11, "Creating an Application"](#) displays.



Create New Application [X]

1 Organization
Technologies ▾ / Demos ▾

2 Application Name
testapp
Can only contain A-Z 0-9

3 Default Score Type
 Hit/Miss Coverage

4 Template Options
Use preset template ▾

5 Templates
Agent Scorecard ▾

Please be aware that applications with **custom metadata filters** may result in scores of 0 if linked folders do not share the custom metadata fields used.

6 Link to Folders
Demos ▾

Create

Figure 3.11. Creating an Application

1. Select organization
2. Enter application name
3. Select default score type
4. Select template option (Build from scratch, Use preset template, or Copy from existing organization)
5. Select application template (Agent Scorecard, Customer Experience, Call Drivers, or Call Categorization)
6. Select folder(s) for your application to analyze

The key things to remember when creating an application are that applications are specific to an organization, and one or more folders that are associated with them. By default, applications run when files in an associated folder are added. Applications can be re-run against all of the audio files in a folder by reprocessing them, which you must do after an application is modified. Because of their associations to multiple aspects of WordBench and depending on whether you create them from a template or create a totally new application, creating an application can take a little while.

Note: For detailed information about creating applications, see the Customizing WordBench Applications.

3.2.3. Editing Applications

Regardless of how you created an application, you will often want to customize it, link other folders to it, and so on. WordBench includes a graphical application editor to simplify this task.

To access the application editor to edit a specific application, select the **Settings** menu's **Applications** menu item. Type name of the application that you want to work with in the search bar at the top right of the screen. Click the gear icon to the right of the entry for the application that you want to edit to open the application editor, which will display an application-specific version of the dialog shown in [Figure 3.12, "Editing an Application"](#).

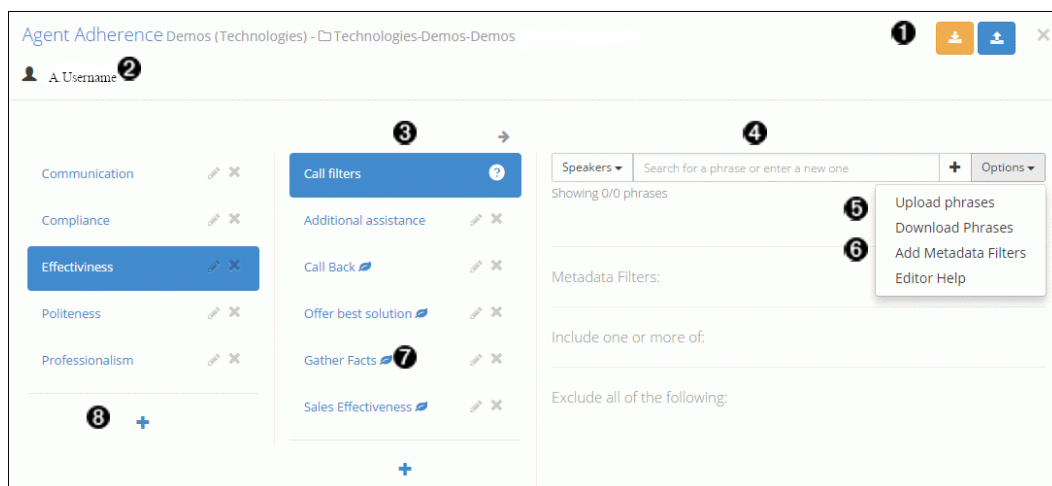


Figure 3.12. Editing an Application

1. Upload or download a JSON version of your application
2. Displays all users currently viewing the application
3. Select the section of the application you want to edit
4. Add include phrases or exclude phrases to your application
5. Upload or download lists of phrases for your application
6. Add filters to your application to do in-depth analysis
7. Denotes leaf-level categories
8. Create a new category

4. Common WordBench Analysis Mechanisms

The next few sections discuss the screens that you use to examine your audio files and their transcriptions, and which you use in WordBench to examine the results of basic types of analysis.

4.1. Examining Call Data

WordBench provides many ways of summarizing and exploring data about the audio files (commonly referred to as calls because a telephone conversation is typically what the audio contains). The next few sections explain how to use WordBench to see various types of summary and analytical data.

4.1.1. Dashboard Overview

As shown in [Figure 4.1, "WordBench Dashboard Overview"](#), the dashboard page for each folder provides significant flexibility in the ways in which you can view data about the audio files that are located in one or all folders.

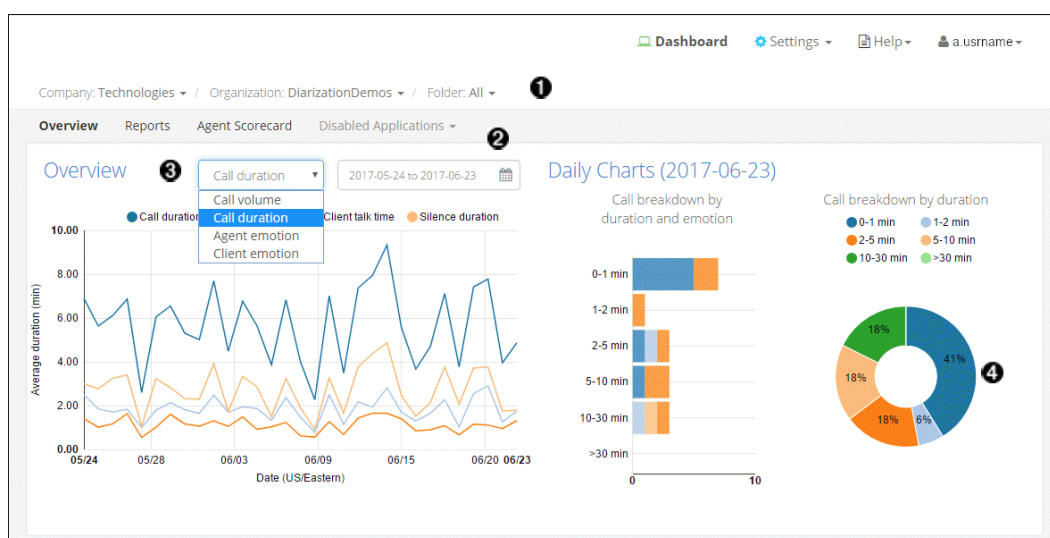


Figure 4.1. WordBench Dashboard Overview

1. Examine folders individually
2. Select the date range you want to analyze
3. Select different graph types to view your data from every angle
4. Roll over parts of the graphs to get specific information about call types

4.1.2. Searching Audio Files for Insights

[Figure 4.2, "Search, Bookmark, and View Transcriptions"](#) shows the File view of the calls in a folder. To access this screen for a specified folder, click the **Dashboard** icon at the top of the screen, and click the drop-down to the left of each of the **Company**, **Organization**, and **Folders** menu items to navigate to the folder that contains the audio files that you want to search.

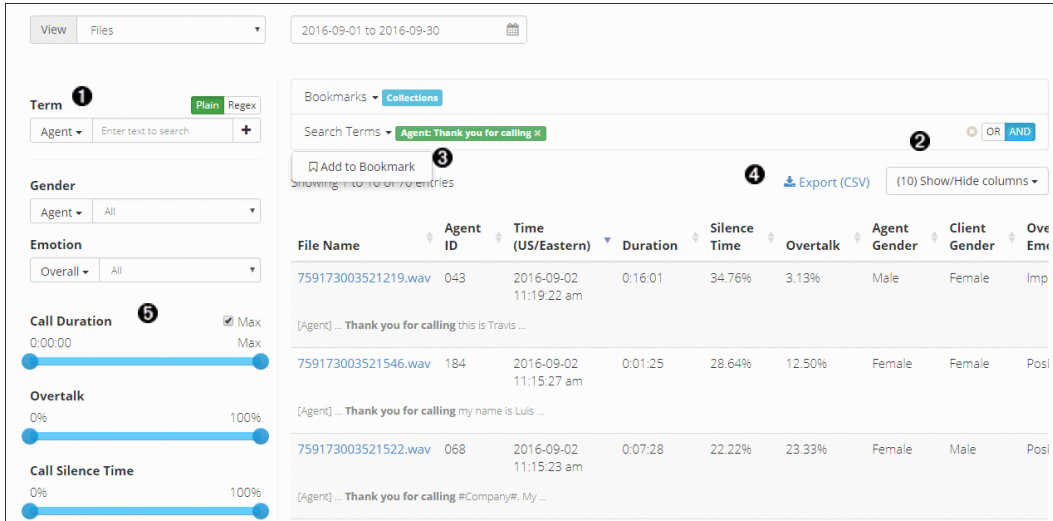


Figure 4.2. Search, Bookmark and View Transcriptions

1. Search your files for key words and phrases
2. Show and hide columns to customize display
3. Bookmark frequent searches
4. Export results to CSV
5. Use filters to narrow down your search

To search the transcriptions of the files that are located in this folder, enter a term under the Term label, to the right of the Speaker drop-down. Once you press return, the files in the selected date range for the current folder are searched for the specified term, and that term is added to the list of search terms at right.

Note: See the WordBench 3.4.3 Review and Analysis Guide for detailed information about using all of the options on the **View Files** screen.

4.1.3. Examining Audio Files

To display detailed information about an audio file in the current folder, click its name in the file list. This will open a File Details page like the one shown in [Figure 4.3, "Examining Data for Individual Audio and transcriptions"](#).

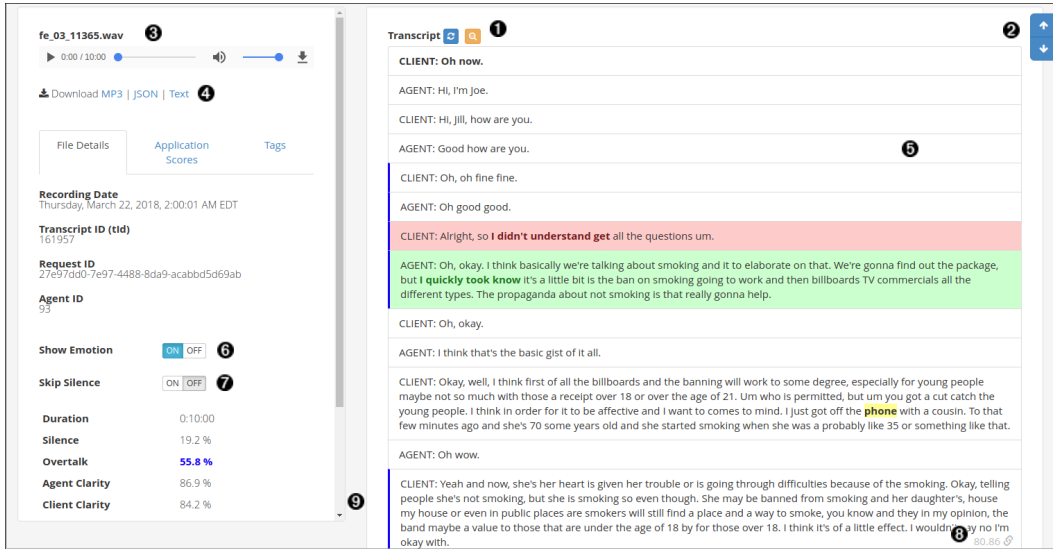


Figure 4.3. Examining Data for Individual Audio and Transcriptions

1. Clear search term highlighting from transcript display
2. Use the up and down arrows to view instances of your search terms
3. Play call audio
4. Download an MP3, JSON, or Text file of the transcript. Clicking this button displays a dialog on which you can select the type of files that you want to download (JSON, text transcript, and/or MP3), and the range of dates for which you want to download files.

Note: Matching files will be downloaded in a zip file. The maximum size of this zip file is 2 GB. Trying to download files that produce a zip file larger than 2 GB will fail with an error message. To work around this issue, you can download multiple sets of files, using a smaller date range for each or by downloading specific types of files together.

5. Select a piece of the transcript to play audio from that point
6. Show emotion for a visual representation of sentiment analysis
7. Skip silent portions of the call for faster review
8. Link coworkers to any piece of the transcript
9. Indicates portions of the transcript with high overtalk

Note: See the WordBench 3.4.3 Review and Analysis Guide for detailed information about using all of the options on the File Details page.

4.2. Examining Agent and Client Interaction

When WordBench either processes stereo audio with one voice per channel or diarizes mono content, the transcription of your audio input that it produces is divided into Agent and Client speakers. WordBench helps you explore and audit Agent information for things like politeness and

emotion, the presence of specific phrases, compliance with requirements for content in each call, and so on. For stereo audio, the channel that contains the Agent speaker can be set in the Folder dialog.

The next few sections illustrate the basic mechanisms that WordBench provides to examine Agent performance and how to work with that information.

4.2.1. Examining Agent Scorecard

The Agent Scorecard is one of the applications that are built from templates (templated applications) which are provided with WordBench. This application increases the efficiency of the agent evaluation process by automatically detecting the presence or absence of phrases that correspond to QA form requirements. Application results can be used to get an overall view of your agents' performance, pinpoint performance categories that require improved training, and compare scores for individual agents.

[Figure 4.4, "Examining Agent Performance"](#) shows the Agent Scorecard information for a given folder. To access this screen for a specified folder, click the **Dashboard** label at the top of the screen, then click the drop-down to the right of the **Folder** and select the folder that you are interested in. Finally, select the Agent Scorecard application from the submenu.

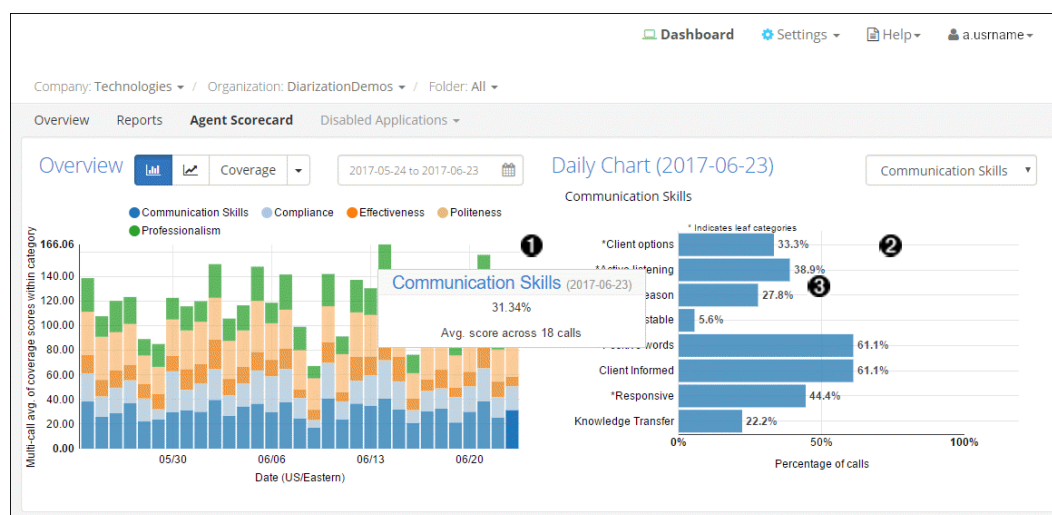


Figure 4.4. Examining Agent Performance

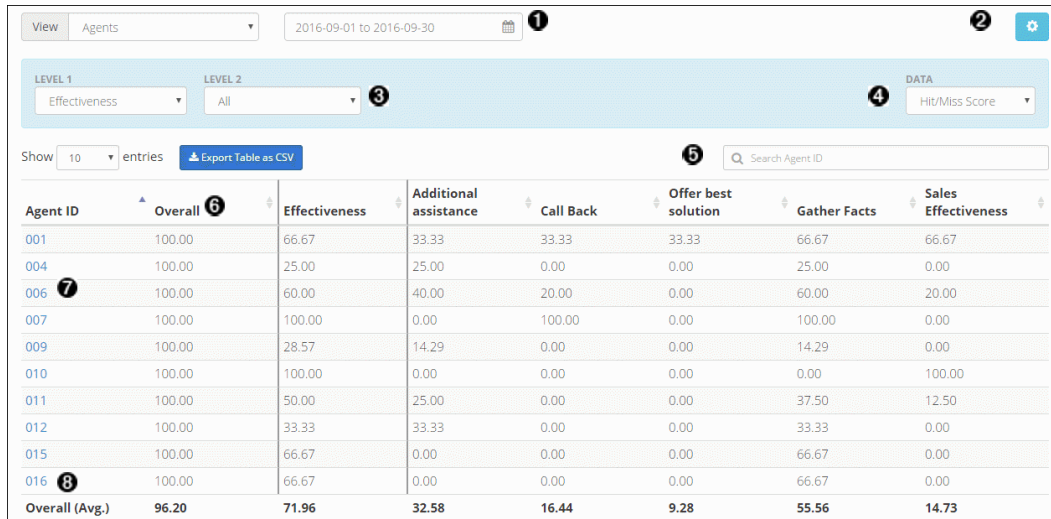
1. Roll over parts of the graph to see agent scores for each category
2. Category breakdowns show you exactly where your agents can improve
3. Click on a section of the graph to view lower-level categories for even more detailed insights

Note: See the WordBench 3.4.3 Review and Analysis Guide for detailed information about templated applications such as the Agent Scorecard application.

4.2.2. Examining Individual Agent

The **View** section at the bottom of the Agent Scorecard screen (discussed in [Section 4.2.1, "Examining the Agent Scorecard"](#)) enables you to drill down into detailed information about all of

the Agents within a selected or default time period. Because it provides tabular information about each agent within that time period, the screen shown in [Figure 4.5, "Examining Individual Agent Performance"](#) makes it extremely easy to compare agent performance and identify Agents that may need additional education.



Agent ID	Overall	Effectiveness	Additional assistance	Call Back	Offer best solution	Gather Facts	Sales Effectiveness
001	100.00	66.67	33.33	33.33	33.33	66.67	66.67
004	100.00	25.00	25.00	0.00	0.00	25.00	0.00
006	100.00	60.00	40.00	20.00	0.00	60.00	20.00
007	100.00	100.00	0.00	100.00	0.00	100.00	0.00
009	100.00	28.57	14.29	0.00	0.00	14.29	0.00
010	100.00	100.00	0.00	0.00	0.00	0.00	100.00
011	100.00	50.00	25.00	0.00	0.00	37.50	12.50
012	100.00	33.33	33.33	0.00	0.00	33.33	0.00
015	100.00	66.67	0.00	0.00	0.00	66.67	0.00
016	100.00	66.67	0.00	0.00	0.00	66.67	0.00
Overall (Avg.)	96.20	71.96	32.58	16.44	9.28	55.56	14.73

Figure 4.5. Examining Individual Agent Performance

1. Select date range
2. Make changes to the application
3. Select application level and categories to view
4. Select data to view (Hit/Miss Score, Coverage Score, Average Call Duration, or Average Call Silence)
5. Search for a specific agent ID
6. An agent's overall score for all calls
7. Click on an agent ID to see all calls handled by that agent
8. Average overall totals for all agents

4.2.3. Filtering Agent Data

The **View** section at the bottom of the Agent Scorecard screen (discussed in [Section 4.2.1, "Examining the Agent Scorecard"](#)) enables you to filter the information about all of the Agents within a selected or default time period. These filters enable you to drill down into multiple levels within characteristics such as Communication Skills, Compliance, Effectiveness, and so on.

To display a screen like the one shown in [Figure 4.6, "Filtering Agent Data Files"](#) select **Files** from the **View** drop-down.

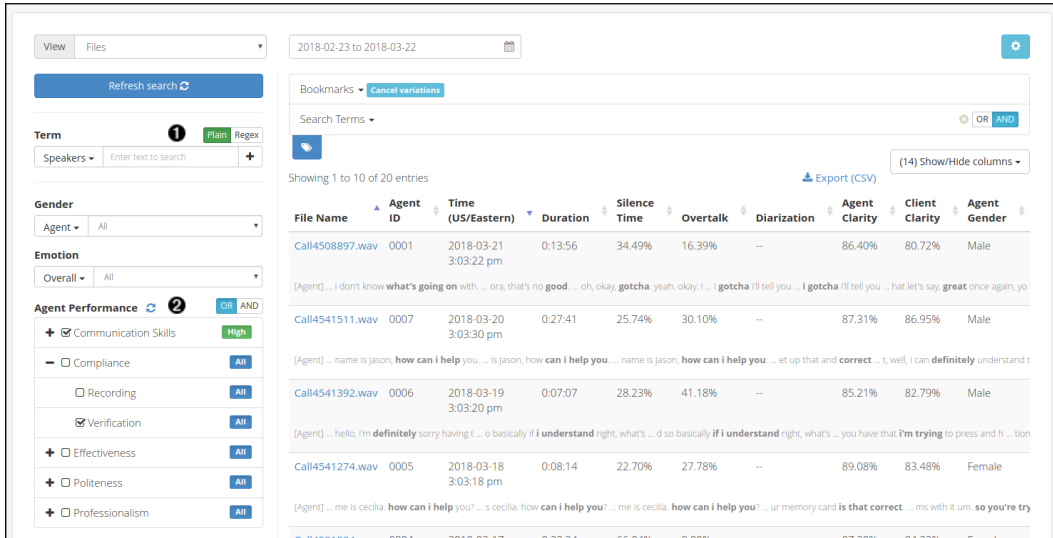


Figure 4.6. Filtering Agent Data Files

1. Search your calls using text, filters, and bookmarked searches just like in the Dashboard Files View
2. Filter calls using individual or combined application categories

Note: See the WordBench 3.4.3 Review and Analysis Guide for detailed information about the different views that are available for you to use when exploring Agent data.



CALL JOURNEYci